

**TDEFIC RFP MDA906-02-R-0007
QUESTIONS AND ANSWERS**

#105 Q: Will the TDEFIC contractor be responsible for developing prevailing rates, or will this be handled as part of the MOU's between the TDEFIC contractor and the MCSC contractors?

A: This will be handled as part of the MOU's between the TDEFIC and MCSC contractors.

Response to #108 provided in 12 DEC 02 Update:

#108 Q: Pertaining to Appendix K, Information Technology (IT) Positions, para 2: Do the routine activities performed by employees having view and/or update only access to beneficiary information i.e. Customer Service Representatives, Records Review, Claims Examiners, fall under the criteria for "safeguarding sensitive data within such (IT) systems", resulting in those positions having a IT designation applied.

A: Please note that the TRICARE Systems Manual, Chapter 1, and the Chapter 1 Addenda have been revised. Please see Addendum A (DoD 5200.2-R, June 2002 (draft) – Appendix 6) for information regarding IT Access Categories. Anyone who accesses a DoD Automated Information Systems (AISs) or DoD Network must comply with the IT position designation requirements.

#109 Q: Pertaining to Attachment J-6, Equivalent rates for Federal Hires; are all Employee Classes represented? We have several positions whose Job Descriptions and tasks performed do not seem to cross-reference over to any on your listing. What should we do if we have positions that do not map to those on your listing? See below for examples.

Quality Analyst Qc & Analy P
Section Leader IX
Section Leader Tech Specialist
Quality Auditor
Service Technician
Sr Hearing Analyst
Section Leader A
Inserting machine Operator
Sr Advisor Operations
Medical Associate
Service Associate II
Provider Services Associate
Service Associate I

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A: The wage determinations that are being provided by the Department of Labor, Wage & Hour Division (DOL/WHD) include the occupations listed in Attachment J-6, plus additional occupations. Job descriptions for each of the occupations listed in the wage determinations are listed in the Service Contract Act Directory of Occupations. This directory may be accessed at the Directory of Occupations link at the lower left-hand side of the DOL/WHD website (www.dol.gov/esa/whd). Please review these descriptions (not just the occupation title) against your positions. If a position cannot be categorized within an occupation in the wage determination(s), please note the following:

(1) The occupation may be exempt if it is a bona fide executive, administrative, or professional position, as those terms are defined in Part 451 of Title 29, Code of Federal Regulations. Part 451 also discusses exemptions for certain computer related occupations.

(2) If the occupation does not reasonably correspond to one listed in the Wage Determination and if it does not meet the standards for exemption, please submit to the Contracting Officer the following information by no later than COB,

Thursday, 21 November 2002:

Job Title and job description, including responsibilities
and location (county/state).

TMA will then request a wage determination from the Department of Labor for the additional occupation(s).

#110 Q: Chapter 22, Section 2, 2.0 OUT OF JURISDICTION CLAIMS requires the contractor to identify claims submitted for services payable by Medicare but not yet processed by Medicare and claims for other TRICARE contractor jurisdiction be forwarded to the appropriate Medicare or TRICARE processor “within 72 hours of receipt”. Considering a DEERS query is essential to determine if a person is Medicare eligible, thereby requiring a claim to be received, controlled and entered to the point a DEERS query can be obtained, this requirement would be impractical when one considers weekend and holidays. We suggest a more realistic requirement be worded “within 3 business days of receipt” or “within 72 hours of identification of the out of jurisdiction determination”. Would the government consider modifying this requirement?

Please also note that TOM Chapter 8, Section 2 indicates the standard two different ways. In 4.1, the manual indicates the contractor is responsible for forwarding the claim and supporting documents within 72 hours of identifying it as being out of jurisdiction, which we believe is a reasonable requirement and consistent with past TMA requirements. Section 5.4 and 5.5 state the requirement as 72 hours of receipt for pharmacy and dual eligible claims. We do not believe this is a reasonable requirement due to the need for having a DEERS reply prior

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to this determination and these requirements and the RFP requirement should be made consistent with the 4.1 requirement.

A: We will initiate a review of the entire TOM to ensure that claims forwarding requirements are stated consistently. We believe that your argument has merit, and will restate the requirement as running from the time the claim is identified as out-of-jurisdiction.

- #111 Q: Section C-2.1.5 refers to the goal of ready access to data. This is the same requirement for RFP MDA906-02-R-0006 (MCS), for which data requirements are more expansive than just claims information produced and required of RFP MDA906-02-R-007 (TDEFIC). Please clarify the need for a data repository/data warehouse for the TDEFIC contract, because all of the data collected and stored in the contractor's data repository/warehouse would duplicate the data being provided to the government via the TED. It is understood that the government will have full access to real-time data in the AIS claims processing system in order to review claim processing, program administration, beneficiary satisfaction, and financials.

A: The requirement has intentionally been stated to coincide with, but not be as far-reaching as, the requirements stated in the other RFP cited. However, there may be information obtained or derived in the course of claims processing that is not transmitted on the TED, and access to this information may be desired.

- #112 Q: Based on requirement C-3.7.5. and the Freedom of Information Act(FOIA), FOIA officers are the only authority to release or deny protected records. The DoD is not currently listed as one of the twelve authorized FOIA officers. Does the DoD fall within the jurisdiction for one of the authorized entities/officers and if so, which one? Will they be authorized to delegate authority to the Contractor for routine requests?

A: The agency cannot respond to your question because we do not understand your reference to the "12 authorized FOIA officers." Please clarify your question.

- #113 Q: Does the government have and will they provide any volumes or statistics associated with claim suspense activities for the current contractors?

A: This information is not collected and is not available.

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#114 Q: Estimated claims volumes for TFL are provided in Section B and actual current volumes through May 2002 in Attachment L-4. Will the government please identify the actual and/or estimated TFL claim split percentages by Medicare Part A and Part B for these periods?

A: The following claim volume split is available for TFL (med/surg) claims processed to completion by the current managed care support contractors in FY02 for claims accepted by TMA through September 2002. (*Response provided 04 DEC 2002*)

Institutional Claims = 449,954

Professional Claims = 27,981,609

Response to #115 provided in 12 DEC 02 Update:

#115. Q: Pertaining to Attachment J-2, page 4, titled Automated Data Processing/Information Technology (ADP/IT) Requirements. Para 1.0 ADP Requirements, bullet #4 states "Ensure all contractor personnel receive IA training..."). Is IA training the same as the Security Awareness training referenced in the main body of the 1.0 paragraph?

A: Please note that the TRICARE Systems Manual, Chapter 1, and the Chapter 1 Addenda have been revised. Please see Addendum A (DoD 5200.2-R, June 2002 (draft) – Appendix 6) for information regarding training and awareness requirements. IA training is the same as Security Awareness training.

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#116. Q: Regarding Section L.14.9.6.5 page 63 and Attachment J-5 as received in Amendment 0001. The government has indicated several cities and counties that have been requested for wage determination. Is it necessary to include the County, City/Town, and State of our proposed locations if other locations in our state have already been requested? If this is necessary, please include the following:

City/Town	County	State
Jacksonville	Duval	Florida
Green Cove Springs	Clay	Florida
St. Augustine	St. Johns	Florida
Fernandina	Nassau	Florida
Macclenny	Baker	Florida
Tampa	Hillsborough	Florida
Clearwater/St. Petersburg	Pinellas	Florida
Sarasota	Sarasota	Florida
New Port Richey	Pasco	Florida

A: The Department of Labor (DOL) has informed TMA that the county, and city/town and state must be identified in the wage determination request. Since your request was submitted on a timely basis (see L-14.9.6.5 of the RFP, as amended), a wage determination will be requested from DOL for your requested locations.

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#117. Q: Regarding Past Performance Reports in Attachment L-1, these reports were to be signed by the contact person no earlier than 60 days prior to submission of the proposal (reference L-14.6.2.4.1). Will the Government accept the forms that have been secured based on the original delivery date?

A: Yes, the Government will accept the forms that have been secured based on the original proposal submission date. Accordingly, L-14.6.2.4.1 was revised by Amendment 0002.

#118. Q: In lieu of submitting cost and pricing data an offeror may submit a written request for exception in accordance with FAR 15.408(l). Should this exception be submitted with the costing proposal or after the award of the contract?

A: FAR 15.408(l) addresses instructions to offerors on how to request exceptions when cost or pricing data is required and the provision at FAR 52.215-20, Requirements for Cost or Pricing Data or Information Other than Cost or Pricing Data is used. In accordance with FAR 15.408(l)(4), the RFP, L.9, contains the provision at FAR 52.215-20, Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data - Alternate IV, because cost or pricing data is not expected to be required. Information other than cost or pricing data is required to support the government's cost realism analysis but will not be used to determine price reasonableness. No request for exception is required at this time as no Cost or Pricing Data has been requested.

#119. Q: Is the Government going to follow FAR 52.215-20, Requirements for Cost and Pricing Data or Information Other than Cost or Pricing Data as prescribed in FAR 15.408?

A: The Government will follow the requirements of the RFP provision at FAR 52.215-20, Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data - Alternate IV (see RFP Section L, L.9), which is included in the RFP as prescribed by FAR 15.408(l)(4). In accordance with this provision, information other than cost or pricing data is required to support the government's cost realism analysis.